



CHILD CARE CONNECTIONS

Serving Columbia, Greene and Ulster Counties

2018 Annual Report



History

Child Care Connections was established in 1984 to provide child care resource and referral services in Ulster County under contract to Work/Family Directions. Prior to that Family of Woodstock Inc. ran a family day care training project for the Ulster County Department of Social Services, as well as sponsoring a licensed child care center and after-school programming. Child Care Connections participated as a subcontractor in the first family day care training project awarded to the New York State Child Care Coordinating Council by New York State Department of Social Services. In 1988, Child Care Connections expanded services to Columbia and Greene and became a publicly funded child care resource and referral service for the tri-county area.

Since that time, Child Care Connections has been recruiting and training child care providers. They sponsor the Child and Adult Care Food Program, which helps child care providers pay for meals and snacks served to children in care. Child Care Connections registers and inspects family day care and school age child care programs in all three counties.

Child Care Connections continues to hold the status of a Nationally Quality Assured Agency through Child Care Aware of America.



Child Care Connections is a member of the National Association for Child Care Resource and Referral Agencies, National Association for the Education of Young Children, Zero to Three, Early Care and Learning Council, and Child Care Aware of America

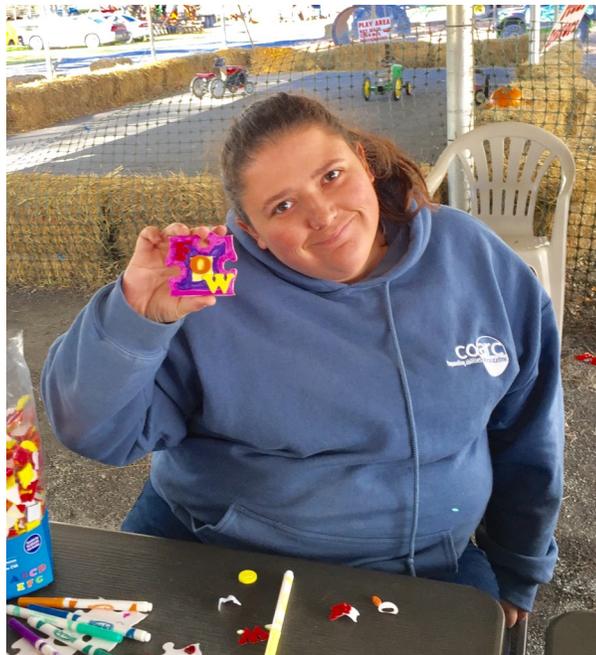
They are state members of United Way, Winning Beginning, and Early Care & Learning Council.

They have developed new and continue professional relationships with community agencies, such as Columbia/Greene/Ulster Department of Social Services, Institute for Family Health, Ulster County Healthy Start, Infant-Toddler Resource Center, Agri-Business Child Development Centers, Ulster County Continuum of Care, Chamber of Commerce Ulster County, Community Heart Health Coalition, Ulster Head Start Health and Family Services, Bringing Agencies Together (BAT), Ulster County Emergency Preparedness, Ulster County Community Action Advisory Board, Columbia/Greene Networking, Ulster BOCES, Wawarsing Council of Agencies, Buy In Greene "BIG", Cornell Cooperative Extension of Ulster County, Cornell Cooperative Extension of Columbia & Greene Counties, Family Support Program, Chamber of Commerce Greene County, Greene County Correctional facilities, Columbia County Head Start, Columbia County Local Early Intervention Community Council, Greene County Local Early Intervention Community Council, National Safety Council, Columbia County Department of Health, Greene County Department of Health, and Ulster County Department of Health.

Family of Woodstock Inc

Board Members

- President- Carl Chipman**
1st Vice President- Hayes Clement
2nd Vice President- Linda Landy
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Secretary II- Priscilla Lowe
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Nathan Brenowitz
Rob Conlon
Shaheen Soltankhah
Sherrill Silver



SERVING CHILD CARE PROGRAMS, PARENTS, BUSINESSES & THE COMMUNITY IN COLUMBIA, GREENE AND ULSTER COUNTIES

Child Care Connections provides:

- **Support and technical assistance** to those interested in opening a child care program, either in a home or center;
- **Resource and child care program referrals** to parents/guardians on the types of legal child care, what to look for and questions to ask when seeking care for a young child;
- **Parenting education classes** will be offered throughout the Columbia, Greene and Ulster Counties. Child Care Connections continuously surveys consumers for the most convenient time and topics they would like resources/training. The curriculum followed is the Nurturing Parenting Programs; a *family-centered trauma-informed* initiative designed to build nurturing parenting skills as an alternative to abusive and neglecting parenting and child-rearing practices. Family Support Program also partners with Child Care Connections offering a parent support group, incorporating education;
- **Training and technical assistance** to early care and learning programs on child care regulations, effective business practices, developmentally appropriate programming, health & safety, child abuse identification and reporting, nutrition, and quality care;
- **Advocacy** for quality child care, early learning and promoting safe care for young children;
- **Reimbursement** to those participating in the Child & Adult Care Food Program (CACFP) for meals and snacks served to children in their family day care program, and seven sites throughout the City of Kingston participating in the Summer Foods Service Program;
- **Retention efforts** to regulated programs by holding a Provider Appreciation celebration in May of each year. Also always being available free of charge to help with programming and business practices through technical assistance.
- **Registration and inspections** of family child care and school age programs; providers seeking licensing for more than 2 children and less than 6 or a school age program; responding to complaints made against registered family day care and school age programs; and
- **Enrollment and inspections** of legally exempt providers caring for no more than 2 children at one time and receiving day care subsidy from the county Department of Social Services; responding to complaints made against legally exempt providers.



The Message

Child Care Connections has a very clear and concise message for the public. Child Care Connections works diligently to keep the message clear, so the public is aware of its mission and goals. Child Care Connections markets their services to targeted and underserved communities to inform them of our services and reach out to new populations/key audiences. The message consists of the following talking points:

- Keeping child care programs, parents and communities connected.
- Early care and learning supports school readiness.
- Quality care makes a difference in children and families' lives.
- Youth who do not receive quality early childhood development are generally not prepared for school and future success.
- Every dollar spent on Early Care and Education in New York creates a \$1.86 return on investment that goes back into local economies creating jobs and supporting working parents.
- Child Care Connections is available to assist the community with their child care needs

The goals are specific to each target population/key audience. The current Community Needs Assessment assists our marketing and outreach activities plan to reach the targeted or underserved areas.



Public Policy:

Child Care Connections provides information and educates prospective child care providers and constituents on the issues facing families, children, and child care in our communities. They are informed of legislation and directed when appropriate to visit the websites of the Child Care Aware of America, Winning Beginnings NY, the Early Care and Learning Council or other groups having further information about the current issues. It is the goal that local, state and federal representatives make informed decisions in support for children and families.

Throughout the year there are specific goals that are targeted by updating the Family of Woodstock, Inc. and Child Care Connections' websites public policy pages, distributing the most current Community Needs Assessment and Annual Report to the stakeholders, writing editorials, while annually surveying parents, businesses, communities and stakeholders to assist in the development of the next years goals and strategic plan.



RECENT DEVELOPMENTS:

Child Care Connections continues to hold certification of National Quality Assurance of Child Care Aware of America. In November 2018 the Child Care Connections received their fourth and final renewal for National Quality Assurance for Parent, Provider and Core services. The program is ending in 2020. The Child Care Connections renewed the NYS Standard of Excellence certification from the Early Care and Learning Council which is valid through 2020.

Child Care Connections and the students and teacher from the Early Childhood Education program with Ulster County BOCES Career and Technical Education Center partnered to create Diaper Drives throughout the area. The students saw the need after they researched and contacted various human service agencies about the communities' needs. Some students completed their senior project on the importance and need of clean diapers for young children. They shared with the Board of Directors that the lack of clean diapers effects children's health, emotional well-being and overall successes for parents. The students held 3 diaper dives raising \$666. Kingston High School and Ulster BOCES donated 3028 diapers and infant supplies. Cindy Knowles, a member of Ulster County donated 4500 diapers, while Rondout Savings Bank donated 216 infant items. Kiwanis of Kingston also held a diaper drive donating \$234 and 14 cases of diapers. The diapers were distributed to the Family of Woodstock walk in centers, homeless shelters and some family day care programs. The donated money has been used for the walk in centers to replenish their diaper supplies for those in need. The next step is for Child Care Connections to organize and start a National Diaper Bank.

There continues to be a shift in the services requested from Child Care Connections; the staff are experiencing more child care programs contacting the office for grant and funding opportunities, marketing ideas and information, and even resources on accessing financial assistance for their own households. Families are calling to seek out financial assistance with child care, household expenses, food availability, transportation and other common needs they are not able to access.

QUALITY OF CARE

Parents often struggle with making the right choice of child care for their children and family. They need to weigh what is more important to them; Cost, Location, or Quality.

It is generally recognized that the quality of the care children receive in their early years has a large impact on their success in school. Poor quality of care may have a negative impact and high quality care has a notable positive impact.



Parents seeking child care need to evaluate the quality of the care being offered by the provider. When interviewing the provider for the first time, parents not only need to look at cost and location but also the programming that is being offered. Each type of care has a wide range of programming with the quality of which can range from excellent to poor.

Quality Child Care is specifically the programming providing age appropriate activities that challenge growth and development of children in their care. The first 1,095 days are the most critical in a child's life. More is learned during that time period than any other. The brain's wiring is being developed for all future learning. The pattern of development is established at this time and early childhood educators recognize the importance of nurturing that process with programming that stimulates the brain activity.

Some of the critical issues are:

The lack of consistent early childhood education has been cited as a reason for a significant amount of young children being ill-prepared for kindergarten. The concept that having a skilled care provider offering care for part of the week and an unskilled care provider offering care the rest of the week ignores the fact that children are gaining skills and knowledge continuously and therefore it is needed for the care to be developmentally appropriate at all times.

Quality care nurtures the child and their family. It helps children develop large and small motor skills, social and emotional skills, math, science, language and reading skills and healthy relationships. And all of this is incorporated in play. When a parent looks at a program setting, she/he should be looking for the types of toys available and the activities they see taking place. They should see positive interactions between the adults and children. The caregivers must be welcoming to parents and willing and able to explain how certain activities support children's growth and development.

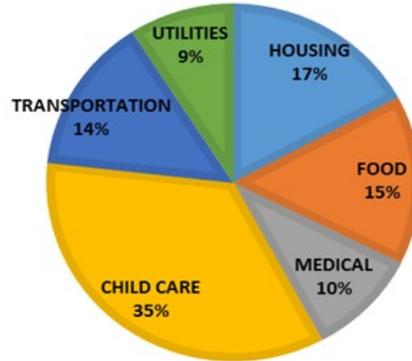
As part of the evaluation process parents can ask the provider about emergency procedures, notice the cleanliness of the site and ask about nutrition and food preparation procedures. Providers must be knowledgeable about regulations and have implemented appropriate health and safety standards.

Regulated providers are inspected at least four times a year, serious violations are posted on the NYS OCFS website, www.ocfs.ny.gov. Anyone can go online and see a provider's serious violations and how long it took to correct them?

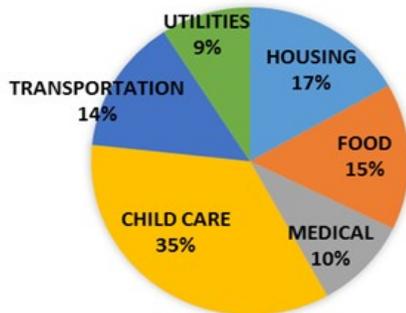
Cost of Child Care

The cost of child care ranges on average from \$136.00 to \$219.00, depending on the age of the children. Care for infants is typically more expensive. These costs have a substantial impact on parents' yearly budgets. The costs of running a household varies slightly from county to county. The charts below give a sample of costs, based upon a family of 4 with 2 children. They are based on where they live rather than where they work.

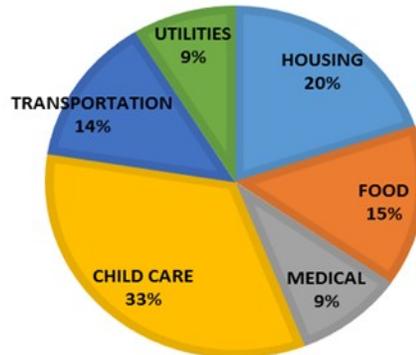
COLUMBIA COUNTY W/ ANNUAL INCOME \$59,916



GREENE COUNTY W/ ANNUAL INCOME \$51,013



ULSTER COUNTY W/ ANNUAL INCOME \$60,393



Sources of information: quickfacts.census.gov/qfd/states/36/36111.html; <http://livingwage.mit.edu/counties>; www.huduser.org/portal/datasets

FUTURE OF CHILD CARE CONNECTIONS:

While the future of CCR&R agencies becomes more and more uncertain due to the NYS and Federal government stagnant budget, Child Care Connections is committed to improving the supply and quality of child care in our catchment area, as well as offering parent education and relevant resources.

Child Care Connections feels it is important for existing child care programs to expand their services to include infant and toddler care, medication administration, expanded hours, and certifications through many of the professional outlets available in NYS. Child Care Connections has created a tool for all programs interested in MAT and offers an on-site visit to review in depth the process to administer medications. The staff also offers ongoing information to programs on what parents are looking for in their neighborhood. This information can then allow programs to alter their hours and/or program to better fit the needs of the families.

Child Care Connections has created and continually adds information to the comprehensive Resource Library online. Topics in the Resource Library include, but are not limited to: common parenting tips, child development milestones and practices, age appropriate activities for children, business best practices, program expansion and overall health of a parent and provider. As child care programs and parents seek out information we offer information in an easy to read format that includes relevant research, web sites and basic information on topics requested.

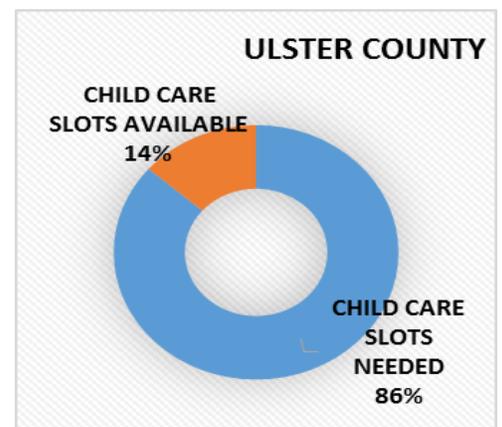
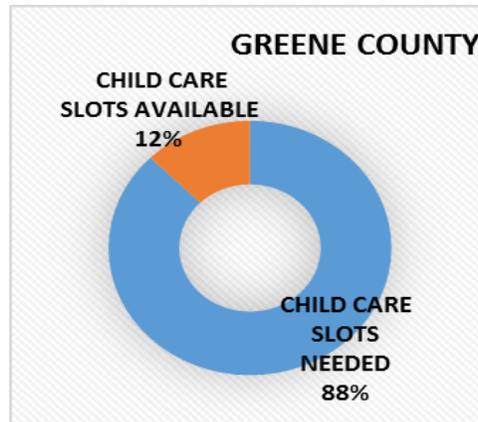
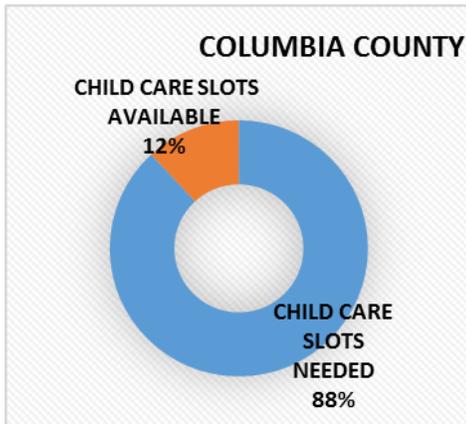
Child Care Connections has noticed a slight shift in those persons contacting the agency. The staff is becoming more versatile in directing people to resources they may need. The staff is experiencing more child care programs contacting the office for grant and funding opportunities, marketing ideas and information, and even resources on accessing financial assistance for their own household. Families are calling to seek out financial assistance with child care or household expenses, food availability, transportation and other common needs they are not able to access.

Child Care Connections has been offering parent support and education groups that are not court mandated. Our counties offer various parent education groups but many are court mandated groups. Unfortunately, this carries a stigma that is undesirable to some families. Child Care Connections is aware of this stigma and is working to offer support and education as requested by our families that have used our service.

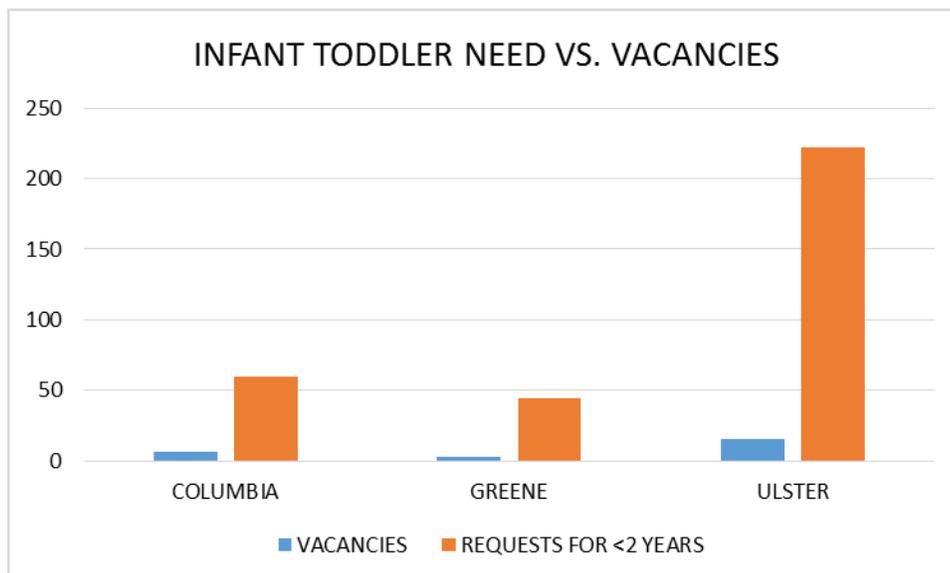


Available in the Community

The need for child care is determined by the number of children under 13 years old in any given area. Studies have shown that approximately 60% of all children will need child care before the age of 13. The Charts below show the total number of child care slots that are needed to serve the children in need of care in each of the 3 counties and the number of regulated child care slots



The need for additional child care slots, especially for infants and toddlers continues to be at a crisis level in all 3 counties. Infant and Toddler slots are often requested but vacancies are not available on a regular basis. Below is a chart reflecting the requests for infant toddler care and the available vacancies in 2018.



Year in Review

Referral Service: Child Care Connections assists parents with their search for child care by: offering free child care referrals to programs that have open slots; informing them about the difference between regulated and non regulated child care; discussing what to look for during a child care search; and offering information about quality child care.

Child Care Connections served 431 families in 2018, 287 in Ulster County, 67 in Greene County and 77 in Columbia County. Of those families 258 were below 200% of the federal poverty guideline. During the year 622 children, ages 0-13 years were served.



Registration and Inspections: Child Care Connections is funded by all three counties to carry out registrar/inspector duties. Registrars process family day care and school age child care programs new and renewal applications required by New York State to provide child care. In the three counties, 9 family day care providers became registered, 1 school age programs, and 196 Legally Exempt enrolled providers opened in 2018.



Registered family day care and school-age programs are inspected regularly checking programmatic, health and safety issues. In 2018, 414 inspections were conducted of family day care homes and violations were found in 68 of those programs. 119 inspections were conducted of school age child care programs and violations were found in 14 of those programs. 42 inspections were conducted for Legally Exempt Enrolled providers, were violations were found in 21 homes. When violations are found, programs are given a time period and technical assistance to make the necessary corrections. The program is then revisited to ensure compliance with the regulations.

The chart below shows type of care and its supply of child care in the three counties at the beginning of 2019.

Type of Care	Columbia		Greene		Ulster	
	Programs	Slots	Programs	Slots	Programs	Slots
Day Care Centers	13	496	10	400	46	2329
School Age Programs	8	803	6	332	16	785
Family Day Care	8	64	12	96	62	495
Group Family Day Care	13	202	6	96	38	606
Legally Exempt Care*	35	≈70	16	≈32	136	≈272

Child and Adult Care Food Program (CACFP):

Child Care Connections distributed \$352,535.28 in reimbursement to child care providers participating in the food program to keep child care costs low, while ensuring nutritious meals were served. On average, 62 child care providers serve nutritious meals and complete menus that meet the USDA Guidelines to receive food support funding each month. The reimbursement rates remained the same for 3 years after being lowered in 2015-2016 for Family and Group Child Care programs and Legally Exempt Enrolled programs. Reimbursement rates for Day Care Centers were increased again in 2018. 201 monitoring visits took place to observe meal service, review required documentation and offer nutritional and health information, as requested.

Child Care Connections' Child and Adult Care Food Program (CACFP) staff continue to assist our agency homeless shelters for youth and families and the City of Kingston At Risk After School community centers to improve their menus, offer staff training, give technical assistance, and provide oversight of CACFP. Sponsoring CACFP in the centers offers added benefits to the children and families utilizing the centers. The program offers nutritious meals and snacks daily, incorporates a family style meal service, increases basic living skills and teaches how to make healthy lifestyle changes eating the foods allowed by CACFP. In 2018, the Washbourne House provided 839 reimbursable meals to children residing at the shelter. Family House, the agency's runaway and homeless youth shelter, provided 3,056 reimbursable meals/snacks to adolescents residing at the shelter. The At-Risk After School Community Centers; Everett Hodge Community Center, Rondout Neighborhood Community Center, and Kingston Boys and Girls Club served 9456 reimbursable suppers to youth in the City of Kingston.

Summer Food Service Program:

In order to mitigate the loss of school breakfast and lunch programs during the summer, the agency, with the support of the Child Care Connections staff, implemented a Summer Meals program at 8 community sites (3 new sites in 2018), serving 2,264 breakfasts and 2,656 lunches, for a total of 4,923 meals served in 2018.



Training, Intensive Technical Assistance & Basic Technical Assistance:

Child Care Connections supports all forms of child care to improve the quality of care provided to children in the 3 counties. The program offers providers the following supports: phone and e-mail basic technical support; group training workshops; one on one consultations, on-site training, and intensive technical assistance. In 2018, the program provided the following trainings:

	Basic Technical Support sessions	Providers Trained	Day Care Center On-site training	Intensive Technical Assistance hours	Training Hours
Columbia	445	92	0	15.5	20
Greene	344	19	0	39	0
Ulster	403	258	5	82	69.75
TOTAL	1192	369	5	136.5	89.75



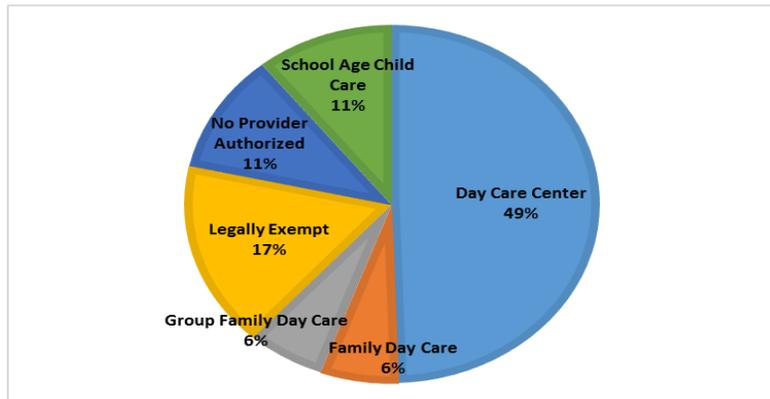
Child Care Subsidy (Columbia County):

Columbia County Child Care Subsidy helps eligible families needing financial assistance with child care fees. Applications, determining eligibility; providing technical assistance for eligible families and child care providers; maintains contracts for regulated child care providers and oversees subsidy billing and payments.

Day Care Subsidy serves families in Columbia County with income levels under 200% of the federal poverty level. In 2018, 67% of the approved families fell in the low income 200% of the federal poverty level category; 25% are more financially distressed and receive Temporary Assistance from the Department of Social Services; and 8% are families caring for children in non-parental, foster care or preventative care situation.

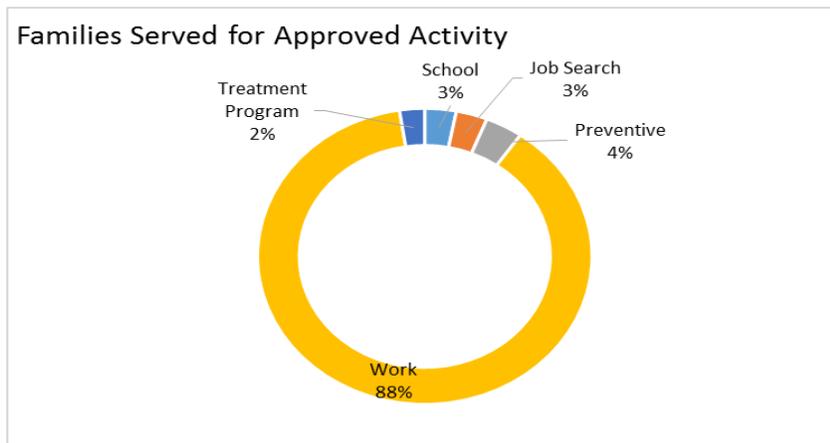
Day Care Subsidy provided child care subsidies to an average of 165 eligible families and 250 children per month on average. The subsidies were distributed to assist families that work, attend school, attend training, perform job searches, pursue self-employment and/or attend drug treatment.

The graph below reflects the 279 children that were received child care from a variety of child care programs in 2018:



There continues to be an increase in Spanish speaking families, now that there is a full time staff that is fluent in Spanish. When requested, staff go to community areas to assist families with completing the cumbersome application. In 2018 the Day Care Subsidy program increased its service to 35 Spanish speaking families.

In 2018, \$706,934.05 was distributed to families residing in Columbia County to make payment to their child care program, while they were engaged in the activities below:



Infant Toddler Specialist:

Infant Toddler Specialists will increase awareness and practice of best practices for infants and toddlers, as defined by the Ten Components of Quality Care for Infants and Toddlers (“the Ten Components”). The recipients of the infant Toddler Specialist’s expertise may include day care center directors; supervisors and classroom staff of child care centers with infant toddler programs; group family and family child care providers; CCRR staff/registrars; OCFS licensers and supervisory staff; parents of infants and toddlers; and members of community agencies that serve infants and toddlers and their families.

# Units Basic Technical Assistance (TA)	# Intensive Technical Assistance (ITA) visits	Topics of training and number of participants trained
4	7	1/3



Local Employers and Our Communities:

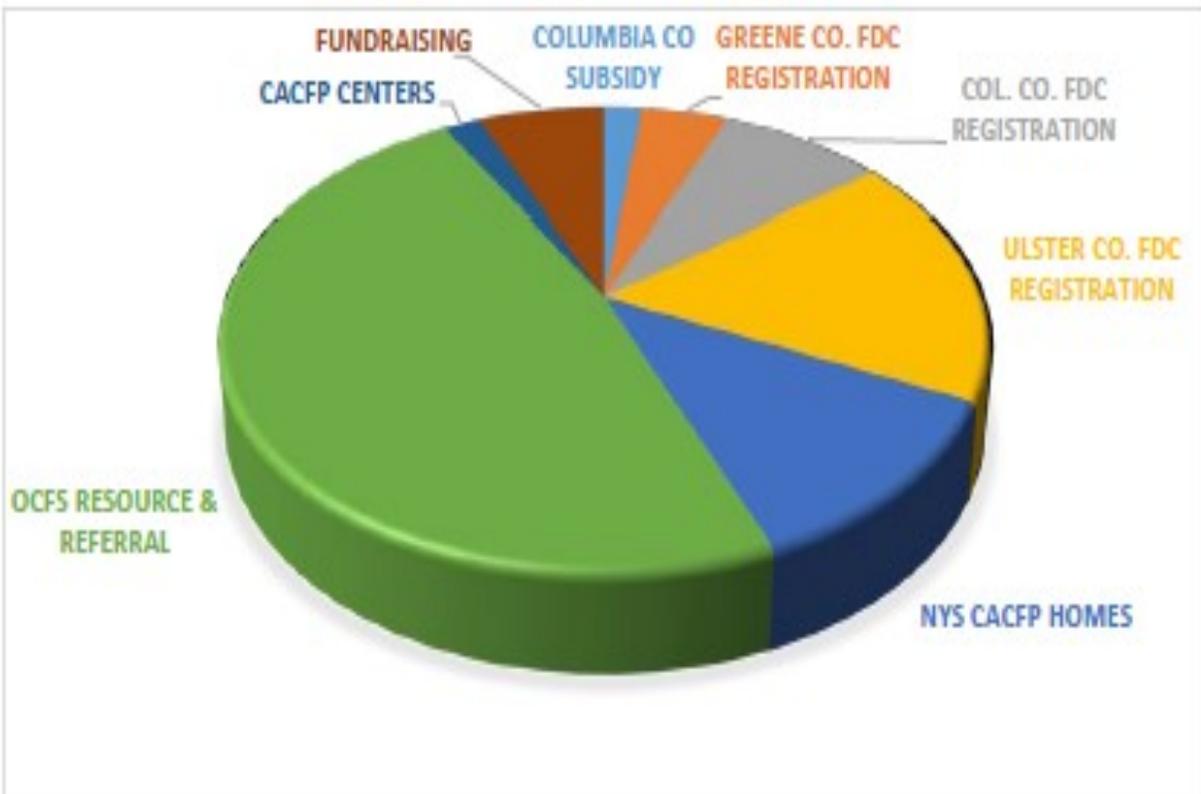
Child Care Connections provides referral services to all employers and their staff. Annual outreach is made to approximately 100 employers in the service delivery areas. With a focus on the underserved targeted areas, Child Care Connections offers a free presentation for employees and on site referral options.

In 2018, child care referral calls were mainly from those searching for employment, self employed, or attending educational/training classes. Employees from the following businesses used our referral services.

ACME	Clinical care staffing	Fastenal
ARC of Ulster and Greene	Co Arc	Fireman's home
Altus Health	Woodstock Physical Therapy	Frito Lay
America's Best	Columbia Memorial Hospital	Gatehouse Media
Anytime Home Care	Community Action	Gateway
Applebee's	Cumberland Farms	Gianna's
BAC SALES INC	DSS	Golden Hill
BAC Sales, Inc.	DSS Columbia County	Greene Co. Corrections
Barnwell	Deising's Bakery	Greene County DSS
Berkshire Farms	Driveline	Greene County Mental Health
Best Western	Drs. Engel & Lindgren Practice	Greenville Family Dental
Big Bubble Laundromat	Dunkin Donuts	Hannaford
Burger King	Dutchess County Community Action	Herms Auto Body
CDYMCA	ESTY	Hertz Rental Car
CMH	Employed-Employer name not given	Hudson Applebee's
CSD	Employer One	Hudson City School District
Care Mount	Family Dollar	Institute for Family Health
Catholic charities of Columbia Greene	Family House	Job Shop at Gateway
Chatham Dental	Family of Woodstock	KFC
Cintron Construction	Family of Woodstock, Inc	Key Bank
Kingston Hospital	Paul's Pizza	
Kingston City Schools	Philmont Hearth	The Healthcare Consortium
Lake Taconic	Pine Bush Equine	The Image Works, Woodstock, NY
Little Red Schoolhouse	Pine Have	The Pines Nursing Home
Lowe's	Pine Haven	The Valley Group
Marshall Sterling	Price Chopper	UCCAC-Head Start
McDonald's	Program at Gateway	UCCC
Meadow Woods	Redwood	UFCU
Medical Field	Best Western	UPS Store
Medrics	SUNY Student/Employee	USPS
Mental Health Assoc.	Shaker Heritage Society	Nothing but the Tooth
Mld trucking	St. Peter's Hospital	Ulster County Literacy
Moe's	Stay at Home Caregiver	Ulster Greene ARC
Monticello School district	Swept Green	Ulta Beauty
Mt. Marina Manor	TD Bank	Union College
NBFD	Taco Bell	United Health Care
New Lebanon Library	Taconic Farms	Villa Vista
Newburgh Mall	Taconic Hills School District	Volunteers
Nursing Home Poughkeepsie	TenBroeck Commons	Wal-Mart
Orthopedic Assoc.of Dutchess County	16 Works from Home	Whittier Rehab
Spectrum	World Learning	Home Depot



Child Care Connections 2018 Program Budget



Family of Woodstock, Inc. (Family) is a multi-program human service agency providing services throughout Ulster County. Founded in 1970, Family's principle focuses are **crisis intervention services** - Family runs one of the oldest continuously operating 24-hour-a-day emergency switchboards in the country, which is county-wide and toll free; and walk-in centers in Woodstock, New Paltz, Ellenville and Kingston - **emergency shelters** - Family House, a 14-bed runaway and homeless youth facility; the Darmstadt Shelter for the Homeless, a 19-bed shelter for men and women, primarily in recovery; the Family Inn, a 27-bed shelter for homeless families; the Washbourne House, a 17-bed domestic violence shelter, for women and their children; and MidWay, two supervised transitional living residences for up to six homeless adolescents each, and, when necessary, their children - **child care programs** - Child Care Connections serving families, child care providers and community in Ulster, Columbia and Greene Counties; and Child Care Subsidy Administration for the Department of Social Services of Columbia County - **case management services** - to such discreet populations as adult and adolescent substance abusers, individuals involved with the criminal justice system, homeless individuals and families, victims of domestic violence, as well as the general public - **and food programs** - extensive food pantries at the walk-in centers in Woodstock, New Paltz and Ellenville and at the domestic violence shelter and distribution of donated produce and food from local farmers to the county's food pantries and feeding programs.

**Family of Woodstock Inc. sponsors 21 programs,
of which Child Care Connections
serving Columbia, Greene & Ulster Counties is just one.**

